



CITY OF FRISCO PURCHASING DIVISION

August 6, 2012

Addendum #1

RFP# 1207-069

RFP for E Discovery for Electronic Records

Questions and Answers:

1.26 Ability to set policies or rules to prevent specific Email addresses from coming into the archive and/or to mark for deletion. Example: Lewis McClain clipping service

Q: This requirement appears to focus on filtering or classification of data prior to ingestion into the archive. Please explain/elaborate.

Yes, we are focusing on preventing information from being ingested into the archive. This requirement is also satisfied if the proposed system has a way to automatically remove email from the archive by incoming email address.

1.27 Ability to set policies or rules to prevent junk email from coming into the archive and/or to mark for deletion.

Q: This requirement appears to focus on filtering or classification of data prior to ingestion into the archive. Please explain/elaborate.

Yes, we are focusing on preventing information from being ingested into the archive. This requirement is also satisfied if the proposed system can easily allow for junk mail filtering/removal after the email is in the archive.

4.01 Ability to bring in archive email data from existing NearPoint 4.2 system. Describe data conversion in Section 8.

Q: How much data currently reside within the NearPoint archive?

The current NearPoint system has 1.8 TB of data.

4.11 System has capability to protect against loss of system data during system failure. Describe these features.

Q: Is there currently a HA/DR (high availability/disaster recovery) solution in place?

No

4.13 Product doesn't require procurement of server hardware. *

Q: Does this project require a hosted archiving and e-discovery solution based on the item 4.13?

No, this project does not require a hosted solution. We understand that some solutions would require hardware.

4.15 Product integrates with Office 365. *

Q: Is Office 365 currently in place or is this a future direction?

This is a potential future direction for the City of Frisco but is not currently in place.

How many mailboxes are currently deployed within the Exchange environment?

There are close to 1400 mailboxes.

What is the projected average email message size?

We do not have this figure available.

How much data currently resides with the with the SharePoint and Network Shared file systems?

Rough estimates of data volumes include the following:

-File Server unstructured data 4.5 TB

-NearPoint (existing email eDiscovery system) 1.8 TB

-SharePoint 400 GB

If there is currently HA/DR in place today, is data being replicated to a secondary or DR datacenter?

No

How is the currently data retention/expiry defined? (daily, weekly, monthly, yearly, forever)

Data retention at the City of Frisco is defined using the Texas State Library Retention Schedules.

<https://www.tsl.state.tx.us/slrm/recordspubs/rrs3.html>

Is the City of Frisco amenable to choosing an outsourced e-discovery vendor services (including hosted tools) solution (instead of purchasing an e-discovery software solution)?

Yes, we are considering the use of software and processing services from a secure hosted environment.

How many custodians/gigabytes are involved in a typical e-discovery project?

Typically there are 3-5 custodians involved in a typical project. There could be up to 7 concurrent users at one time in the system. The gigabytes vary depending on the information being requested. There are requests for "all email" that would result in searching the complete storage repository while some requests limit data searches by specific users or departments. Our current email store is 1.8 TB of information with a growth rate of approximately 100 GB per month; this does not include file share data or any structured data being searched separately.

What types of litigation is the City of Frisco typically involved with?

Common litigation types include Criminal and Civil cases. In addition we handle "Requests for Information" per the Texas Public Information Act (Texas Version of FOIA).

Does the City of Frisco have serial custodians and/or data sources that are used in multiple matters? How many serial custodians? What is average source data volume for these custodians? What is average post-filter volume for these custodians? What types of source data and what are the average volumes per data source pre- and post-filter?

Serial custodians are not defined.

Rough estimates of data volumes include the following:

-File Server unstructured data 4.5 TB

-NearPoint (existing email eDiscovery system) 1.8 TB

-SharePoint 400 GB

What types of data (i.e., Microsoft Office files, spreadsheets, etc.) and media (i.e., CD, DVD, tape, etc.) are involved with a typical e-discovery project?

Ediscovery projects could involve any and all City data which includes Microsoft office files, media, email and scanned copies of physical files.

How many vendors have been asked to participate in this RFP?

12 vendors were asked to participate.

What specific parameters (i.e., number of custodians, GB volumes, filtering rate, etc.) would you like us to use in creating a sample price estimate?

Please create the price estimate based on the information given and ask questions if there is a need for additional detail. We do not have a specific requirement for filtering rate.

Current number of system users is 7.

Rough estimates of data volumes include the following:

-File Server unstructured data 4.5 TB

-NearPoint (existing email eDiscovery system) 1.8 TB

-SharePoint 400 GB

At the culmination of the RFI process, does the City of Frisco envision having a contract signed with only one e-discovery solution or with multiple providers?

We are looking for the best solution that meets our requirements and evaluation criteria. The City is open to proposals from multiple vendors or partners as long as they have an established relationship, support framework and reference clients.

What type of pricing information would you like us to include in our proposal? (i.e., hypothetical cost estimate based on assumptions, price list, etc.)

Please create the price estimate based on the information given and ask questions if there is a need for additional detail.

By which date will the City of Frisco provide responses to the vendor questions?

August 6 or 7, 2012

For how many projects does the City of Frisco expect to require e-discovery services this calendar year?

As of July 2012, there have been approximately 25 instances in 2012 where we have required eDiscovery services which average to 42 per year. This does not include expunction requests which vary in volume and frequency.

What is the value and duration of the contract for the enterprise discovery RFP?

Neither the value nor duration of the contract for this RFP has been defined at this time.

How much data is currently in the Nearpoint archive itself? (this would exclude the Nearpoint shadow copy, which is a copy of the exchange edb(s) and uncommitted transaction logs)

NearPoint is currently 1.8 TB of data.

In terms of the City's litigation and record request profile, what is the amount of data you search for an average matter?

The amount varies depending on the information being requested. There are requests for "all email" that would result in searching the complete storage repository while some request limit data searches by specific users or departments. Our current email store is 1.8 TB of information with a growth rate of approximately 100 GB per month; this does not include file share data or structured data being searched.

What is the average turn around time required--from identification to production (or export) that the City has for its matters and records requests?

The "average turnaround time" from identification to production depends on the information requested. Smaller search results are processed within a few days, while larger search results take up to weeks to review, redact and export the responsive documents.

Search results are reviewed for responsiveness and to determine if information that must be withheld due to confidentiality, attorney client privileges, HIPPA or other exceptions. We estimate that it takes an average of 45 seconds per email for review and processing of email search results.

State regulation mandates that in order to withhold or redact the sensitive data these records must be received by the Attorney General's Office within 10 days of receipt of the initial request outlining what we want to withhold and legal exceptions that apply. Current internal process requires that we submit information that needs to be withheld to our attorneys within 7 days of receipt of the initial request for review and preparation of the documents to send to the Attorney General.

In terms of preservation storage for case data, are there specific standards the City has established? (example iSCSI SAN or FC SAN)

iSCSI SAN is the standard that is currently in place.

4.14 Product is able to run in a multi-tenancy virtual server environment. * Is this a current or future environmental parameter? i.e. is the City currently virtualized in the cloud?

The City has an internal multi-tenancy virtual server environment. We do not currently utilize external cloud services at this time.

4.15 Product integrates with Office 365. * Would you specify the level of integration required? are you going to host Exchange email in Office 365?

There are no plans to host Exchange email in Office 365 at this time.

What is the significance of asterisks in some of the RFP questions? Example: "4.13 Product doesn't require procurement of server hardware. **"

The asterisk indicates that the requirement is optional or a low priority. In this case, we understand that some systems may be hosted and some may require hardware. It does not indicate that we only desire a hosted system.

How many TB's of data (that would be relevant to be searched against for eDiscovery) are in each of the following sources:

Laptop/Desktops – unsure of this number

Sharepoint – 400 GB

Mimosa Nearpoint – 1.8 TB

Is the City of Frisco looking for a tool to replace Mimosa or augment it? IE. Are you looking for a new email archiving solution or will Mimosa stay?

We are looking to replace NearPoint (Mimosa).

How many total users are in the environment?

We have about 1500 users in our Active Directory environment.

How many Exchange mailboxes are in your environment?

We have close to 1400 mailboxes.

Of that number, how many are currently being archived with NearPoint?

All of them are currently being archived with NearPoint.

Please clarify exactly how much data is currently in NearPoint.

The NearPoint system has 1.8 TB of data.

Is it email data only? If not, what additional types of data are being archived?

The majority of the NearPoint data is email. There are a few small file shares in the archive.

How much data do you currently have in SharePoint?

There is 400GB of data in SharePoint.

How much data is on your file servers that may be subject to eDiscovery?

Roughly 4.5 TB of unstructured data exists on the servers. This is not currently in our eDiscovery environment but we would like the option to search this information as part of the proposed system.

What are your current data retention policies?

Data retention at the City of Frisco is defined using the Texas State Library Retention Schedules.

<https://www.tsl.state.tx.us/slr/recordspubs/rrs3.html>

With regards to High Availability, are there any specific procedures in place for DR that we need to be aware of (e.g. replication to a secondary datacenter)?

No. The City of Frisco doesn't replicate information to a secondary data center at this time.

Is there a requirement for data classification capabilities based on criteria such as content, subject, sender, etc.?

If "data classification capabilities" means automatic categorization of information based on defined criteria, the answer is No. Let us know if your system has that capability.

Is the City of Frisco open to considering either an on-premise solution or a hosted solution for archiving and eDiscovery?

Yes, we are considering either method.

What insurance is required for this bid?

None

Is it a requirement that we use The City of Frisco's Software License Agreement or can we use our Software License Agreement?

We can use the vendor's software license agreement with City of Frisco Attorney approval.

How many Nodes are your environment (Laptops, Desktops, and Servers)?

There are approximately 1500 devices in our environment.

How many concurrent users would you need?

How many structured data bases would you want to collect from (example: Exchange, SharePoint, Documentum, ect.)?

Initial scope would include Exchange but we would like the option to add additional databases like SharePoint or other SQL systems. If this affects the pricing structure, indicate it in the proposal.

Vendors who may have already submitted a bid and feel this addendum may change their bid price, may pick up their bid, and return it by the closing date. If picking up the bid is not feasible, any new bid submitted by your firm will supersede one previously submitted.

Acknowledge receipt of this addendum by initialing in the appropriate space on the bid document.

Sincerely,

Jean Stelatella CPIM, CPPB

Buyer, City of Frisco